GENERAL SERVICES ADMINISTRATION
AUTHORIZED INFORMATION TECHNOLOGY
SCHEDULE PRICELIST

Schedule 70
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

SPECIAL ITEM No. 132-50 - TRAINING COURSES (FPDS Code U012)
SPECIAL ITEM No. 132-51 - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES
                          (FPDS Code D399 Other Information Technology Services, Not
                          Elsewhere Classified)

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is <u>not</u> to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

PHOENIX TS

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10420 Little Patuxent Parkway
Columbia, MD 21044
Telephone: (301) 258-8200
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Contract Number: GS-35F-0311S

Period Covered by Contract: March 22, 2011 – March 21, 2016
Pricelist current through Modification #PO-0023, effective June 6,2013

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System (http://www.gsaadvantage.gov).

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INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation
SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1.   GEOGRAPHIC SCOPE OF CONTRACT:
Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:
[ ]   The Geographic Scope of Contract will be domestic and overseas delivery.
[ ]   The Geographic Scope of Contract will be overseas delivery only.
[**X**]   The Geographic Scope of Contract will be domestic delivery only.

2.   CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:
Contractors are required to accept credit cards for payments equal to or less than the micro purchase threshold for oral or written delivery orders. Credit cards *will* be acceptable for payment above the micropurchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:
(301) 258-8200

3.   LIABILITY FOR INJURY OR DAMAGE
The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4.   STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:
Block 9: G. Order/Modification Under Federal Schedule
Block 16: Data Universal Numbering System (DUNS) Number: *120222992*
Block 30: Type of Contractor - *A. Small Disadvantaged Business*
Block 31: Woman-Owned Small Business - *Yes*
Block 36: Contractor's Taxpayer Identification Number (TIN): *52-2121835*

4a. CAGE Code: *3G3S5*
4b. Contractor *has* registered with the Central Contractor Registration Database.

5.   FOB DESTINATION

6.   DELIVERY SCHEDULE
a.   TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days
after receipt of order (ARO), as set forth below:
   SPECIAL ITEM NUMBER DELIVERY TIME (Days ARO)

   132-50   As agreed to between Phoenix TS and ordering activity
   132-51   As agreed to between Phoenix TS and ordering activity

b.   URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet
the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time
permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to
the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If
the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to
the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in
accordance with all other terms and conditions of the contract.

7.   DISCOUNTS: Prices shown are NET Prices; Basic Discounts have been deducted.
   a.   Prompt Payment: ***None***
   b.   Quantity: ***None***
   c.   Dollar Volume: ***None***
   d.   Government Educational Institutions: ***None***
   e.   Other: ***None***

8.   TRADE AGREEMENTS ACT OF 1979, as amended:
All items are U.S. made end products, designated country end products, Caribbean Basin country end products,
Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9.   STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING: *N/A*

10.   Small Requirements: The minimum dollar value of orders to be issued is ***$100***.

11.   MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)

a.   The Maximum Order value for the following Special Item Numbers (SINs) is **$25,000**:
   Special Item Number 132-50 - Training Courses

b.   The Maximum Order for the following Special Item Numbers (SINs) is **$500,000.**
   Special Item Number 132-51- Information Technology Professional Services

12.   ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS
Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing
an order or establishing a BPA for supplies or services. These procedures apply to all schedules.
a.   FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
b.   FAR 8.405-2 Ordering procedures for services requiring a statement of work.

**13.   FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS
REQUIREMENTS:** ordering activities acquiring products from this Schedule must comply with the provisions of
the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine
whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or

Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1   FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):
Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2   FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14.   CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)
(a)   Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
(b)   Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
(c)   Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
(d)   Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
(e)   Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
(f)   Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
(g)   Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
(h)   Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
(i)   Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

(j)   Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

(k)   Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15.   CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

16.   GSA ADVANTAGE!
GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:
        (1)   Manufacturer;
        (2)   Manufacturer's Part Number; and
        (3)   Product categories.
Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is http://www.gsaadvantage.gov

17.   PURCHASE OF OPEN MARKET ITEMS
NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f). For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if**-
        (1)   All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
        (2)   The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
        (3)   The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
        (4)   All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18.   CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS
a.   For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
        (1)   Time of delivery/installation quotations for individual orders;
        (2)   Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
        (3)   Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
b.   The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19.   OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

Not Applicable

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20.   BLANKET PURCHASE AGREEMENTS (BPAs)
The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21.   CONTRACTOR TEAM ARRANGEMENTS
Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22.   INSTALLATION, DEINSTALLATION, REINSTALLATION
The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of $2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds $2,000, then the requirements of the Davis-Bacon Act applies.
The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

23.   SECTION 508 COMPLIANCE.
If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:
http://www.phoenixts.com

The EIT standard can be found at: www.Section508.gov/.
24.   PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.
Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order
     (a)   A copy of the authorization from the ordering activity with whom the contractor has the prime
    contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
     (b)   The following statement:
       This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25.   INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
    (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
    (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.
Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at http://www.core.gov.

27. ADVANCE PAYMENTS
A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (SPECIAL ITEM NUMBER 132-50)

1. SCOPE
a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER
Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY
The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING
a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT
The Contractor agrees to provide each student with unlimited telephone support or online support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING
The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7. INVOICES AND PAYMENT
Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8.   FORMAT AND CONTENT OF TRAINING
a.   The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.
b.   **If applicable** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
c.   The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
d.   The Contractor shall provide the following information for each training course offered:
    (1)   The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
    (2)   The length of the course;
    (3)   Mandatory and desirable prerequisites for student enrollment;
    (4)   The minimum and maximum number of students per class;
    (5)   The locations where the course is offered;
    (6)   Class schedules; and
    (7)   Price (per student, per class (if applicable)).
e.   For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.
f.   For Online Training Courses, a copy of all training material must be available for electronic download by the students.

9.   "NO CHARGE" TRAINING
The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.
Not Applicable

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51

*****NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.*

1.   SCOPE

a.   The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule.

b.   The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2.   PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

a.   Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

b.   The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c.   Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3.   ORDER

a.   Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b.   All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4.   PERFORMANCE OF SERVICES

a.   The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b.   The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c.   The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d.   Any Contractor travel required in the performance of IT/IAM Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5.   STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a)   The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

    (1)   Cancel the stop-work order; or

    (2)   Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b)   If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

    (1)   The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

    (2)   The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c)   If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d)   If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6.   INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7.   RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8.   RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT/IAM Professional Services.

9. INDEPENDENT CONTRACTOR

All IT/IAM Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT/IAM Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

    (1) The offeror;

    (2) Subcontractors; and/or

    (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13.   RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14.   INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15.   APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16.   DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING

a.   The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b.   Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

USA COMMITMENT TO PROMOTE
SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS

PREAMBLE

(Name of Company) provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact *(Ben Tchoubineh, 301-258-8200, ben@phoenixts.com, 301-309-0004)*.

BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

Phoenix Technology Solutions, LLC
In the spirit of the Federal Acquisition Streamlining Act   (ordering activity) and *Phoenix Technolog y Solutions,LLC* enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) **GS-35F-0311S**. Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity	Date	Contractor	Date

Phoenix Technology Solutions, LLC

BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s)_____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1)   The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

        MODEL NUMBER/PART NUMBER   *SPECIAL BPA DISCOUNT/PRICE

        _____   _____

        _____   _____

        _____   _____

(2)   Delivery:

        DESTINATION   DELIVERY SCHEDULES / DATES

        _____   _____

        _____   _____

        _____   _____

(3)   The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

(4)   This BPA does not obligate any funds.

(5)   This BPA expires on _____ or at the end of the contract period, whichever is earlier.

(6)   The following office(s) is hereby authorized to place orders under this BPA:

        OFFICE   POINT OF CONTACT

        _____   _____

        _____   _____

        _____   _____

(7)   Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8)   Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

      (a)   Name of Contractor;

      (b)   Contract Number;

      (c)   BPA Number;

      (d)   Model Number or National Stock Number (NSN);

      (e)   Purchase Order Number;

      (f)   Date of Purchase;

   (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

   (h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

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<div align="center">

BASIC GUIDELINES FOR USING
"CONTRACTOR TEAM ARRANGEMENTS"

</div>

Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.

- Federal Supply Schedule Contractors may individually meet the customers needs, or -

- Federal Supply Schedule Contractors may individually submit a Schedules "Team Solution" to meet the customer's requirement.

- Customers make a best value selection

Phoenix TS SIN 132 50 Training Course Descriptions

Course Name: CISSP

Course Description: This five day course prepares the student for taking the ISC2 CISSP exam. The CISSP curriculum covers subject matter in a variety of Information Security topics. The CISSP examination is based on the Common Body of Knowledge (or CBK). The CISSP CBK establishes a common framework of information security terms and principles that allow information security professionals worldwide to discuss debate and resolve matters pertaining to the profession with a common understanding. The CBK is composed of ten areas of interest, which are also called domains. The ten CBK domains are: Access Control, Application Security, Business Continuity and Disaster Recovery Planning, Cryptography, Information Security & Risk Management, Legal Regulations Compliance & Investigations, Operations Security, Physical Security, Security Architecture & Design, Telecommunications & Network Security.

Course Length: 5 Days

Prerequisites: This course is for individuals interested in the ISC2 CISSP Certification, and is recommended for experienced IT security supervisors, managers, and project managers who are responsible for day-to-day operations and have three to five years of experience.

# of students/class: up to 15
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client Site

Course Name: ISSMP

Course Description: For experienced information security professionals, the ISSMP Concentration demonstrates acquired rigorous knowledge of select Common Body of Knowledge (CBK) domains in Security Management. The major domains of the CBK covered by ISSMP certification are: Enterprise Security Management Practices; Enterprise-Wide System Development Security; Overseeing Compliance of Operations Security; Understanding Business Continuity Planning (BCP), Disaster Recovery Planning (DRP) and Continuity of Operations Planning (COOP); Law, Investigations, Forensics and Ethics.

Course Length: 5 Days

Prerequisites: This course is for individuals interested in the ISC2 ISSMP Certification, and is recommended for experienced IT security supervisors, managers, and project managers who are responsible for day-to-day operations and have three to five years of experience. Candidates for the ISSMP certification must have the CISSP certification, demonstrate 2 years of professional experience in the area of management, and pass the subject-matter exam.

# of students/class: up to 15
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client Site

Course Name: ISSEP

Course Description: For experienced information security professionals, the ISSEP Concentration demonstrates acquired rigorous knowledge of select Common Body of Knowledge (CBK) domains in Security Engineering. The major domains of the CBK covered by ISSEP certification are: System Security Engineering; Certification and Accreditation; Technical Management; US Government Information Assurance Regulations.

Course Length: 5 Days

Prerequisites: This course is for individuals interested in the ISC2 ISSEP Certification, and is recommended for experienced IT security engineers who are involved with day-to-day technical security operations and have three to five years of experience. Candidates for the ISSEP certification must have the CISSP certification, demonstrate 2 years of professional experience in the area of engineering, and pass the subject-matter exam.

# of students/class: up to 15
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client Site

_____

Course Name: CISM

Course Description: This five day course prepares the student for taking the ISACA CISM exam. The intent of the certification is to provide a common body of knowledge for information security management. The CISM focuses on information risk management as the basis of information security. It also includes material on broader issues such as how to govern information security as well as on practical issues such as developing and managing an information security program and managing incidents. The five functional areas of the CISM certification are: Information security governance; Information risk management; Information security program development; Information security program management; Incident management.

Course Length: 5 Days

Prerequisites: This course is for individuals interested in the ISACA CISM Certification, and is recommended for experienced IT security supervisors, managers, and project managers who are responsible for day-to-day operations and have three to five years of experience.

# of students/class: up to 15
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client Site

_____

Course Name: CISA

Course Description: This five day course is an audit professional certification with the following goals: 1 - Develop and maintain a tool that could be used to evaluate an individuals' competency in conducting information system audits. 2 - Provide a motivational tool for information systems auditors to maintain their skills, and monitor the success of the maintenance programs. 3 - Provide criteria to help aid management in the selection of personnel and development.

Course Length: 5 Days

Prerequisites: This course is for individuals interested in the ISACA CISA Certification, and is recommended for experienced IT auditors, supervisors and managers who are responsible for systems and business process audit and have three to five years of experience.

# of students/class: up to 15
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client Site

_____

Course Name: Project Management

Course Description: This five day course prepares the student for taking the PMI PMP exam and reviews project management concepts, fundamentals and methodologies. Project management

training teaches an approach to improve on-the-job performance and maximize an organization's ability to compete. This includes IT related projects. Learn to: Estimate project costs and schedules using simple techniques; Assemble a project team project efforts; Identify customer requirements using proven techniques; Apply simple but effective tools to identify and respond to risks; Create an environment where quality is part of the project; Apply general project
management concepts to Information Technology projects; Pass the PMP exam.

Course Length: 5 Days

Prerequisites: This course is for individuals interested in the PMI PMP Certification, and is recommended for experienced supervisors, managers, and project managers who are responsible for day-to-day operations and have three to five years of experience in project management.

# of students/class: up to 15
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client Site

_____

Course Name: DISTCAP to DIACAP

Course Description: This five day course goes through the steps of preparing a DIACAP certification and accreditation package, as well as the differences between the old DITSCAP process and the current DIACAP.

Course Length: 5 Days

Prerequisites: This course is for DOD personnel involved in the preparation of a DIACAP certification and accreditation package for IT-based procurements, systems and processes. It is recommended for experienced supervisors, managers, and project managers who are responsible for C&A within their organizations.
# of students/class: up to 15
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client Site

_____

Course Name: SCNS

Course Description: The Security Certified Program's (SCP) Security Certified Network Specialist (SCNS) certification and 5 day course focuses on the critical defensive technologies that are the foundation of securing network perimeters, such as firewalls, intrusion detection, and router security. The up-to-date security lessons and the hands-on labs in the SCNS courseware bring the security networking world to the candidates. The course covers the essential perimeter security skills, including: Network Defense Fundamentals, Hardening Routers and ACLs, Implementing IPSec and VPNs, Advanced TCP/IP, Securing Wireless Networks, Designing and Configuring Intrusion Detection Systems, and Designing and Configuring Firewall Systems.

Course Length: 5 Days

Prerequisites: Security+ or equivalent experience.
# of students/class: up to 15
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client Site

_____

Course Name: SCNP

Course Description: The Security Certified Network Professional (SCNP) program focuses on the required elements of securing a network, such as securing Windows and Linux systems. The current lessons and detailed hands-on labs in the SCNP courseware bring a high level of security skills to the candidates. The course covers the essential security skills for securing strategic elements of the network, including: Analyzing Packet Signatures, Creating Security Policies, Performing Risk Analysis, Ethical Hacking Techniques, Internet and WWW Security, Cryptography, Hardening Linux Computers, and Hardening Windows Server 2003.

Course Length: 5 Days

Prerequisites: The prerequisite for this certification is the SCNS. Candidates must possess their SCNS, in good standing, prior to receiving their SCNP credential.

# of students/class: up to 15
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client Site
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Course Name: COOP and Disaster Recovery

Course Description: The 5-Day Continuity of Operations (COOP) and Disaster Recovery (DR) Awareness & Training course is designed for all public sector/military agencies. The course utilizes proven planning techniques to jump-start, continue and/or complete COOP plans, including IT infrastructure disaster recovery, for any federal or state agency-in order to meet the most recent mandatory Federal Continuity Directives (FCD 1&2-February 2008) and turn continuity of operations policy as stated in NSPD-51, HSPD-20 and FPC 65 into actionable documents. The course is designed for - and can be customized to handle - any level of entry or completion to meet federal standards as determined by the COOP Program Plans and Procedures Evaluation Tool.

Course Length: 5 Days

Prerequisites: This course provides entry-level up to experienced staff training (depending on current COOP plan completion levels) and information on how a COOP event might affect employees, the department/agency and an employee's family. Both employees designated to be part of the Emergency Relocation Group (ERG) and those who are not will benefit from this course.

# of students/class: up to 15
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client Site
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Course Name: Interconnecting Cisco Networking Devices1 (ICND 1)
Course Number: 1001

Course Description: This course focuses on developing skills that will allow your to implement small switched and routed networks that consist of 1 to 20 hosts connected to a single switch.
From being able to describe how networks work to being able to use command-line interfaces to discover neighbors and manage configurations, you will learn everything you need from the ground up.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Interconnecting Cisco Networking Devices 2 (ICND 2)
Course Number: 1002

Course Description: The purpose of this five day course is to teach you the skills necessary to use Cisco Catalyst switches and routers that are connected to LANs and WANs in medium sized networks.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Cisco Certified Network Associate (CCNA)
Course Number: 1003

Course Description: This Cisco Certified Network Associate course gives students the skills and knowledge that they need to manage an entire network environment. Each course participant will learn how to properly install and operate a small to medium-size branch office. Students will be able to troubleshoot network problems and configure all of the parts of a network including switches and routers. These courses will also focus on implementing WAN connections and maintaining network security.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: CCNP: Implementing Cisco IP Routing (ROUTE)
Course Number: 1004

Course Description: The ROUTE course is fit for network engineers who possess at least one year of work experience professionally and are prepared to advance their IT skills and work on complex network solutions independently. Students will learn how to plan, configure and verify the implementation of secure enterprise routing solutions (LAN and WAN) using a range of routing protocols. This course also features configurations which best support branch offices as well as mobile workers.

Course Length: 5 Day(s)

Prerequisites: At least one year of networking experience

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: CCNP: Implementing Cisco IP Switched Networks (SWITCH)
Course Number: 1005

Course Description: SWITCH is also best for the network engineer with one year of work experience minimum who is ready to take the next step in terms of working independently on network solutions of a complex nature. Students will learn about planning, configuring and verifying the implementation of complicated enterprise switching set ups using Cisco's Campus Enterprise Architecture. The course also includes secure integration of VLANs, WLANs, voice and video traffic into campus networks.

Course Length: 5 Day(s)

Prerequisites: At least one year of networking experience

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: CCNP: Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)
Course Number: 1006

Course Description: TSHOOT is again with the network engineer who has a year of work experience in mind. It advances IT professionals to a point where they will ultimately be able to work on high-end network solutions independently. Students will acquire knowledge which enables them to (1) perform standard maintenance on complicated enterprise routed as well as switched networks and (2) utilize technology-based practices in combination with a systematic ITIL-compliant approach to execute network troubleshooting. Hands-on learning and reinforcement of troubleshooting skills is provided in extensive labs.

Course Length: 5 Day(s)

Prerequisites: At least one year of networking experience

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: CompTIA A+
Course Number: 1028

Course Description: Phoenix TS five day CompTIA A+ course provides students with the best possible knowledge base for taking the A+ certification exam. The Phoenix TS A+ course involves hands on training, which expands the student's perspective and knowledge on a computer's hardware and their operating systems (DOS / Windows 9x, 2000 and XP). Upon completing this course, students will have the background they need to comprehend the basic fundamentals of PC technology, PC networking, and PC security. They will also possess the aptitude that is required to identify computer hardware, as well asperipheral, networking, and lastly, security components.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: CompTIA Network+

Course Number: 1029

Course Description: Phoenix TS 5-day CompTIA Network+ Boot Camp provides students the most complete preparation for the Network+ certification exam. This is an accelerated approach to learning which meets the demands of IT professionals who seek effective skill-building as it applies to the real world. Students graduate with the skills and knowledge required to handle installation, management and troubleshooting on various of networks living on platforms of any type. At the end of the training students will be ready to take their CompTIA Network+ Certification exam.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: CompTIA Security+
Course Number: 1030

Course Description: Phoenix TS 5-day CompTIA Security+ Boot Camp provides students the most complete preparation for the Security+ certification exam. This effective accelerated learning arrangement is designed for the IT professional who demands real-world skill-building while gaining their certification.
Our Security+ training teaches students knowledge and skills needed to protect computers and networks from the theft or destruction of information or disruption of communication.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: CompTIA Server+
Course Number: 1031

Course Description: CompTIA Server+ awarded by CompTIA organization is a widely recognized certification in the area of server technologies. It certifies the technical knowledge and skills required to build, maintain, troubleshoot and support server hardware and software technologies.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: CompTIA Linux+
Course Number: 1032

Course Description: CompTIA Linux+ Powered by LPI is a high-stakes, vendor-neutral certification that validates the fundamental knowledge and skills required of junior Linux administrators.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: CompTIA CTP+
Course Number: 1034

Course Description: CompTIA Convergence Technologies Professional (CTP+) certification validates professional-level knowledge and skills to sell and service components of data, voice and multimedia convergence technologies.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Certified Ethical Hacker (CEH)
Course Number: 1035

Course Description: During our 5-day EC-Council Certified Ethical Hacker Certification (CEHv7) course at Phoenix TS, students will learn to look for the vulnerabilities and weaknesses in different target systems using the same knowledge and tools as a hacker.

Course Length: 5 Day(s)

Prerequisites: Experience in the Computer Security field is strongly recommended

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Computer Hacking Forensic Investigator (CHFI)
Course Number: 1036

Course Description: The Computer Hacking Forensic Investigator course gives students the skills that they need to locate the online footprints of computer perpetrators. Forensic investigators can benefit from this course by learning how to effectively gather evidence to prosecute offenders. You will learn the latest information about forensic software, hardware and how to apply specialized forensic techniques.

Course Length: 5 Day(s)

Prerequisites: CEH certification is recommended

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: ECSA/LPT
Course Number: 1037

Course Description: The course explores the analytical phase of ethical hacking. Through it, you will learn about the skills and tools needed to identify and correct security flaws in network infrastructure.

Course Length: 5 Day(s)

Prerequisites: CEH certification is recommended

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Certified Information Security Manager (CISM)
Course Number: 1038

Course Description: Phoenix TS CISM course provides a common body of knowledge for information security management. The focus of this course is on information risk management as the basis of information security. Additionally, material on broader issues is included such as how to govern information security as well as information on practical issues such as developing and managing an information security program and how to respond when incidents arise.

Course Length: 5 Day(s)

Prerequisites: At least one year of IT Management experience

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Certified Information Systems Auditor (CISA)
Course Number: 1039

Course Description: CISA course covers topics such as IS audit process, IT Governance, Systems and infrastructure life-cycle management, IT service delivery and support, protection of information assets, business continuity and disaster recovery.

Course Length: 5 Day(s)

Prerequisites: A minimum of one year of information systems experience OR one year of financial or operational auditing experience

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Foundations
Course Number: 1040

Course Description: In this 3-day exciting and dynamic course, you will prepare for and take the ITIL® 2011 Certification Exam. Students will get an introduction to the lifecycle of managing IT services to deliver to business expectations. In addition, students will gain the knowledge and practical skills to identify opportunities to develop IT processes using ITIL® 2011, interact with IT teams using ITIL® terminology and conce, and recognize the importance of IT and business integration.

Course Length: 3 Day(s)

Prerequisites: At least one year of IT Management experience

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Lifecycle - Service Strategy (SS)
Course Number: 1041

Course Description: This accredited CSME/APMG training program is designed for students seeking a specialist certification in ITIL's Service Strategy area of practice. Students who are applicable for this program include the following: executives, managers, team leaders, supervisory staff, planners and architects who currently hold a valid 2011 Foundation certificate. This qualification will provide students with a complete overview of Service Strategy subjects including all of its related activities. These activities include the designing, developing, and implementation of service management not only as an important organizational ability but also as a strategic asset.

Course Length: 3 Day(s)

Prerequisites: At least one year of IT Management experience

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Lifecycle - Service Design (SD)
Course Number: 1042

Course Description: This accredited CSME/APMG training program is for individuals seeking to achieve a specialist certification in ITIL's Service Design practice area. Candidates for this program include managers, executives, team leaders, supervisory staff, architects and planners who possess a V3 Foundation certificate

Course Length: 3 Day(s)

Prerequisites: At least one year of IT Management experience

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Lifecycle - Service Transition (ST)
Course Number: 1043

Course Description: This accredited CSME/APMG training program is for individuals seeking a specialist certification in ITIL's Service Transition practice area. Potential participants for this program include managers, executives, supervisory staff, team leaders, planners and architects who hold a V3 Foundation certificate.

Course Length: 3 Day(s)

Prerequisites: At least one year of IT Management experience

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Lifecycle - Service Operation (SO)
Course Number: 1044

Course Description: This accredited CSME/APMG training program is for individuals seeking a specialist certification in ITIL's Service Operation practice area.

Course Length: 3 Day(s)

Prerequisites: At least one year of IT Management experience

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Lifecycle - Continual Service Improvement (CSI)
Course Number: 1045

Course Description: This accredited CSME/APMG training program is for participants searching for specialist certification in ITIL's Continual Service Improvement practice area. Candidates for this program include managers, executives, team leaders, supervisory staff, planners and architects who hold a 2011 Foundation certificate.

Course Length: 3 Day(s)

Prerequisites: At least one year of IT Management experience

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Capability - Operational Support & Analysis (OSA)
Course Number: 1046

Course Description: The accredited CSME/APMG training program is for individuals searching for a specialist certification in ITIL's Operational Support & Analysis practice area. Candidates for this program are implementation and operation specialist who possess a Foundation certificate.

Course Length: 5 Day(s)

Prerequisites: At least one year of IT Management experience

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Capability - Release, Control & Validation (RCV)
Course Number: 1047

Course Description: This accredited CSME/APMG training program is for students that are seeking a specialist certification in ITIL's Release, Control & Validation areas of practice. Candidates who qualify for this program will include implementation and operation specialists who are required to hold a V3 Foundation certificate.

Course Length: 5 Day(s)

Prerequisites: At least one year of IT Management experience

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Capability - Planning Protection & Optimization (PPO)
Course Number: 1048

Course Description: This accredited CSME/APMG program is for students seeking a specialist certification within ITIL's Planning, Protection & Optimization areas of practice. Candidates that qualify for this program include individuals who have interest in becoming implementation and operation specialists and who hold a Foundation certificate from 2011.

Course Length: 5 Day(s)

Prerequisites: At least one year of IT Management experience

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Capability - Service Offerings & Agreements (SOA)
Course Number: 1049

Course Description: This accredited CSME/APMG training program is designed for students seeking a specialist certification in ITIL's Service Offerings & Agreements areas of practice. Students who qualify for this program include individuals who are implementation and operation specialists who hold a valid 2011 Foundation certificate.

Course Length: 5 Day(s)

Prerequisites: At least one year of IT Management experience

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Capstone - Managing Across the Lifecycle (MALC)
Course Number: 1050

Course Description: This accredited CSME/APMG training program is for individuals searching to take the final class to ITIL Expert. Candidates for this course must have already passed the exams to hold the ITIL 2011 Foundation Certificate plus have incurred a further 15 credits from the ITIL Service Lifecycle track, the ITIL Service Capability track or a equaled selection from both ITIL Service Lifecycle and Service Capability qualifications. Documented evidence of this must be presented to enroll to this certification level.

Course Length: 5 Day(s)

Prerequisites: At least one year of IT Management experience

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Certified Wireless Network Administrator (CWNA)
Course Number: 1051

Course Description: The CWNA certification is the foundation level enterprise Wi-Fi certification for the CWNP Program, and CWNA is required for your CWSP and CWNE certifications. Your CWNA certification will get you started in your wireless career by ensuring you have the skills to successfully survey, install, and administer enterprise Wi-Fi networks.

Course Length: 5 Day(s)

Prerequisites: Familiar with Wireless LAN Hardware and Software

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Certified Wireless Security Professional (CWSP)
Course Number: 1052

Course Description: The Certified Wireless Security Professional certification is the professional level wireless LAN certification for the CWNP Program. The CWSP certification will assist in advancing your career by helping to ensure that you have the skills needed to successfully secure enterprise Wi-Fi networks from hackers. This certification allows you to do all of this regardless of which brand of Wi-Fi gear your organization uses.

Course Length: 4 Day(s)

Prerequisites: CWNA Certification

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Certified Wireless Technology Specialist (CWTS)
Course Number: 1053

Course Description: The CWTS certification will validate the knowledge of enterprise WLAN sales as well as support professionals who need to be familiar and confident with the terminology and basic functionality used within enterprise 802.11 wireless networks.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Certified Wireless Analysis Professional (CWAP)
Course Number: 1055

Course Description: The CWAP certification is a professional level wireless LAN certification for the CWNP Program. The CWAP certification will advance your career by ensuring you have the skills to successfully analyze, troubleshoot, and optimize any enterprise Wi-Fi network, no matter which brand of Wi-Fi gear your organization deploys.

Course Length: 5 Day(s)

Prerequisites: CWNA Certification

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Certified Information Systems Security Professional (CISSP)
Course Number: 1070

Course Description: Phoenix TS 5-day CISSP course prepares you to pass the premier security certification, the Certified Information Systems Security Professional (CISSP). This course focuses on ten areas of discipline determined by (ISC)². Professionals who complete this course will have a good working knowledge of the ten domains of knowledge of CISSP.

Course Length: 5 Day(s)

Prerequisites: Having in field of computer Security is recommended

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: DIACAP
Course Number: 1071

Course Description: This four day course delves into the details of the DIACAP process for DOD IA professionals, such as IAMs, PMs, SMs, and IT pros. We begin by covering the history of the C&A process for both the DOD and the Federal Government at large, and discovering the drivers behind the current policies.

Course Length: 4 Day(s)

Prerequisites: No Prerequisite

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Visual Basic Scripting Edition and Microsoft Windows Script Host Essentials (MS2433)
Course Number: 2433

Course Description: This three-day instructor-led course provides students with the knowledge and skills to manage Windows networks by using the Windows Script Host (WSH) and the Microsoft Visual Basic, Scripting Edition (VBScript) language. During the course, students will work on real-world scri that they can use to manage computers running Windows Vista, Windows XP, and Windows Server 2003 operating systems. This course also provides an overview of other technologies where students can use script, such as Active Directory Service Interfaces (ADSI) and Windows Management Instrumentation (WMI).

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course: 2562: Getting Started with Microsoft Visual Studio 2005 for Visual Basic 6.0 Developers
Course Number: 2562

Course Description: This two-day instructor-led course provides students with the knowledge and skills to develop simple Microsoft Visual Basic .NET Framework applications. The course shows students how easy it is to develop applications by using Microsoft Visual Studio 2005 and .NET Framework version 2.0. The course focuses on the comparison between performing a task in Visual Basic 6.0 and Visual Basic .NET, including code samples, integrated development environment IDE issues, deployment options, and language structures.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 2728: Building Microsoft BizTalk Server 2002 Solutions
Course Number: 2728

Course Description: This four-day, instructor-led course provides students with the knowledge and skills to develop a Microsoft BizTalk Server 2002 solution

Course Length: 4 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 2778: Writing Queries Using Microsoft SQL Server 2008 Transact-SQL
Course Number: 2778

Course Description: This 3-day instructor led course provides students with the technical skills required to write basic Transact-SQL queries for Microsoft SQL Server 2008.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 2779: Implementing a Microsoft SQL Server 2005 Database
Course Number: 2779

Course Description: This five-day instructor-led course provides students with the knowledge and skills to implement a Microsoft SQL Server 2005 database. The course focuses on teaching individuals how to use SQL Server 2005 product features and tools related to implementing a database.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 2780: Maintaining a Microsoft SQL Server 2005 Database
Course Number: 2780

Course Description: This five-day instructor-led course provides students with the knowledge and skills to maintain a Microsoft SQL Server 2005 database. The course focuses on teaching individuals how to use SQL Server 2005 product features and tools related to maintaining a database.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 2781: Designing Microsoft SQL Server 2005 Server-Side Solutions
Course Number: 2781

Course Description: This three-day instructor-led course provides students with the knowledge and skills to design server-side solutions for Microsoft SQL ServerT 2005. The course focuses on teaching database developers who work in enterprise environments to identify and place database technologies during design to achieve a suitable solution that meets the needs of an organization. Students will also learn to consider the solution from a system-wide view instead of from a single database or server perspective.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 2782: Designing Microsoft SQL Server 2005 Databases
Course Number: 2782

Course Description: This two-day instructor-led course provides students with the knowledge and skills to design databases for Microsoft SQL ServerT 2005 using business requirements to guide their decisions (beyond structured third normal form [3NF] modeling techniques). Students will also learn to incorporate security requirements throughout their design.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 2786: Designing a Microsoft SQL Server 2005 Infrastructure
Course Number: 2786

Course Description: This two-day instructor-led course provides database administrators working in enterprise environments with the knowledge and skills to design a Microsoft SQL ServerT 2005 database infrastructure. The course focuses on the development of strategies for data archiving, consolidation, distribution, and recovery. The course also stresses the importance of capacity analysis and emphasizes the tradeoffs that need to be made during design.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 2787: Designing Security for Microsoft SQL Server 2005
Course Number: 2787

Course Description: This two-day instructor-led course enables database administrators who work with enterprise environments to design security for database systems using Microsoft SQL ServerT 2005. The course emphasizes

that students should think about the whole environment, which includes business needs, regulatory requirements, network systems, and database considerations during design. Students will also learn how to monitor security and respond to threats.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 2788: Designing High Availability Database Solutions Using Microsoft SQL Server 2005
Course Number: 2788

Course Description: This three-day instructor-led course provides students with the knowledge and skills to design high availability database solutions using Microsoft SQL Server 2005. The course focuses on teaching experienced database administrators working in enterprise environments to design database solutions that meet the availability needs of their organization. It emphasizes that students should think broadly about high availability, which includes thinking about the database itself and about their entire environment, including business needs; regulatory requirements; and network, systems, and database considerations during design. Students will also learn how to document and test the high availability database solution.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS

Class Location: Client site or Phoenix TS provided site
Course Name: Course 2791: Implementing and Maintaining Microsoft SQL Server 2005 Analysis Services
Course Number: 2791

Course Description: This three-day instructor-led course teaches students how to implement an Analysis Services solution in an organization. The course discusses how to use the Analysis Services development tools to create an Analysis Services database and an OLAP cube, and how to use the Analysis Services management and administrative tools to manage an Analysis Services solution.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 2792: Implementing and Maintaining Microsoft SQL Server 2005 Integration Services
Course Number: 2792

Course Description: Course 2792: This three-day instructor-led course teaches students how to implement an Integration Services solution in an organization. The course discusses how to develop, deploy, and manage Integration Services packages.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 2793: Implementing and Maintaining Microsoft SQL Server 2005 Reporting Services
Course Number: 2793

Course Description: This three-day instructor-led course teaches students how to implement a Reporting Services solution in an organization. The course discusses how to use the Reporting Services development tools to create reports, and how to use the Reporting Services management and administrative tools to manage a Reporting Services solution.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 2933: Developing Business Process and Integration Solutions Using Microsoft BizTalk Server 2006
Course Number: 2933

Course Description: This five-day instructor-led course provides students with the knowledge and skills to efficiently and effectively integrate systems, employees, and trading partners through orchestration in a highly flexible and highly automated manner.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 2957: Advanced Foundations of Microsoft .NET 2.0 Development
Course Number: 2957

Course Description: This three-day instructor-led course provides students with the knowledge and skills to program Microsoft .NET Framework applications by using Microsoft Visual Studio 2005 development system.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Introduction to Project Management
Course Number: 3000

Course Description: This course is designed for anybody interested in project management. Every competent project manager needs to know the various phases and project management software and tools available do the job properly. IT project management is process oriented, and tools such as the Gantt Chart help track project progress

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Internet Protocol version 6 (IPv6)
Course Number: 3001

Course Description: This course covers IPv6 protocols and processes and describes how IPv6 is supported in the latest versions of the Microsoft® Windows® operating system, including the upcoming Windows Server 2003 family. It also describes transition technologies that allow you to deploy IPv6 in IPv4 intranets and across the IPv4 Internet. It's ideal for any network administrator, consultant, engineer, technician, or student who wants to understand the importance of IPv6 and how it works and begin planning to transition to IPv6 internetworking

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Multi-Protocol Label Switching
Course Number: 3002

Course Description: Cisco IOS Multiprotocol Label Switching (MPLS) enables Enterprises and Service Providers to build next-generation intelligent networks that deliver a wide variety of advanced, value-added services over a single infrastructure. This economical solution can be integrated seamlessly over any existing infrastructure, such as IP, Frame Relay, ATM, or Ethernet. Subscribers with differing access links can be aggregated on an MPLS edge without changing their current environments, as MPLS is independent of access technologies.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: TCP/IP Networking
Course Number: 3003

Course Description: This course provides students a deep understanding of IP routing protocols, teaches how to implement these protocols using Cisco routers, and brings readers up to date protocol and implementation enhancements. This course contains protocol changes and Cisco features that enhance routing integrity, secure routers from attacks initiated through routing protocols, and provide greater control over the propagation of routing information for all the IP interior routing protocols.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Voice and Video Over IP (VoIP)
Course Number: 3004

Course Description: As audio and video conferencing move rapidly into the mainstream, customers and end users are demanding unprecedented performance, reliability, scalability, and security. In this course, three leading experts systematically introduce the principles, technologies, and protocols underlying today's state-of-the-art conferencing systems.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Vmware vSphere 4.1 with ESXi and vCenter
Course Number: 3005

Course Description: This powerful 5-day class is an intense introduction to virtualization using VMware's vSphere™ 4.1 including VMware ESX™ 4.1 and vCenter™. Assuming no prior virtualization experience, this class starts with the basics and rapidly progresses to more advanced topics. More than 40% of class time is devoted to labs so concepts, skills and best practices are developed and reinforced. Initial labs focus on installation and configuration of stand-alone ESXi servers. As the class progresses, shared storage, networking and centralized management are introduced. The class continues on to more advanced topics including resource balancing, high availability, back up and recovery, troubleshooting and more. Disaster recovery, rapid deployment, hot migration and workload consolidation are also covered

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Vmware vSphere 5.0 with ESXi and vCenter
Course Number: 3006

Course Description: This powerful 5-day class is an intense introduction to virtualization using VMware's vSphere™ 5.0 including VMware ESX™ 5.0 and vCenter™. Assuming no prior virtualization experience, this class starts with the basics and rapidly progresses to more advanced topics. More than 40% of class time is devoted to labs so concepts, skills and best practices are developed and reinforced. Initial labs focus on installation and configuration of stand-alone ESXi servers. As the class progresses, shared storage, networking and centralized management are introduced.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Vmware vSphere 4.1 Boot Camp
Course Number: 3007

Course Description: This powerful 5-day 10hr/day class is an intensive introduction to VMware vSphere™ 5.0 including VMware ESX™ 5.0 and vCenter™. Assuming no prior virtualization experience, this class starts with the basics and rapidly progresses to advanced topics. 40+% of class time is devoted to labs so concepts, skills and best practices are developed and reinforced. Labs start with installation and configuration of stand-alone ESXi servers and progress to shared storage, networking and centralized management. The class continues to advanced topics including resource balancing, high availability, power management, back up and recovery, performance, vCenter redundancy, VM redundancy. Disaster recovery, rapid deployment, hot migration and workload consolidation are also covered.

Course Length: 4 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Vmware vSphere 4.1 Advanced Administration
Course Number: 3008

Course Description: This class is an intensive 4 day intensive hands on workshop for experienced VMware ESXi and vCenter administrators who want to take virtualization to the next level. The focus on this class is the effective and efficient use of vSphere software to improve deployment, performance, availability, back up & recovery. Service availability is covered through in-depth looks at VMware High Availability clusters and VMware Fault Tolerance.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Healthcare IT Technician
Course Number: 3009

Course Description: The CompTIA Healthcare IT Technician Exam is a vendor-neutral certificate. There is no required prerequisite for this course, however, the Healthcare IT Technician is generally intended to follow the CompTIA A+ course or equivalent experience.

The CompTIA Healthcare IT Technician certificate will help to show that the successful candidate has the skills and knowledge required to implement, support, and deploy Health IT systems within various clinical settings. Successful candidates for this course will understand regulatory requirements, healthcare acronyms/terminology, and ultimately possess a basic understanding of the practice workflow while also adhering to the code of conduct policies as well as security best practices.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Advanced Security Practitioner (CASP)
Course Number: 3010

Course Description: The CompTIA Advanced Security Practitioner (CASP) Certification, through Phoenix TS, is a vendor-neutral credential. The CASP exam is an internationally targeted validation of advanced-level security skills and knowledge. Although there is not a required prerequisite, the CASP certification is meant to follow CompTIA Security+ or equal experience and has a hands-on, technical focus at the enterprise level.

This program is aimed towards an IT professional that has the technical skills and knowledge required to design, conceptualize, and engineer secure solutions across complex enterprise environments. Students working towards a CASP certification should have a minimum of 10 years experience, including five years of technical security experience.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Cloud Computing Essentials
Course Number: 3011

Course Description: The CompTIA Cloud Essentials Specialty certification demonstrates what an individual knows about cloud computing from a business and a technical perspective. It also demonstrates what an individual knows about moving to and governing a cloud environment. The CompTIA Cloud Essential Specialty certification is known to be relevant to IT specialists, IT relationship managers, IT technical services specialists, IT architects, consultants, IT and business management, analysts, and Business Process Owners. While it is generally not required, CompTIA recommends that a potential candidate have at minimum 6 months of experience working in an IT environment with a direct involvement in IT-related decision-making, tasks and/or responsibilities.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Certified Authorization Professional (CAP®)
Course Number: 3012

Course Description: The CAP® (Certified Authorization Professional) certification from (ISC)2® is a very objective measure of the skills, abilities and knowledge required for all persons involved in the overall process of maintaining and authorizing information systems. This credential specifically applies to those who are responsible for formalizing processes that are used to establish security requirements and documentation as well as to assess risk. The decisions made by these individuals will help to ensure that information systems possess proper security commensurate with the correct level of exposure to any potential risks, as well as damage to individuals or assets. Security authorization includes a risk management approach that is tiered in such a way as to evaluate both the strategic and tactical risk across an enterprise. Incorporated in the authorization process is the application of a RMF, or Risk Management Framework, a general review of the organizational structure, and the business mission/process as the basis for the assessment and implementation of specified security controls. This particular authorization management process helps to identify security controls and vulnerabilities as well as determines residual risks. These residual risks are then evaluated and deemed to be either acceptable or unacceptable. To reduce unacceptable risk, more controls must be implemented. This type of system may only be deployed when the residual risks are deemed acceptable to the enterprise as a whole and the associated security plan is satisfactory and complete.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Client-Server Technology Overview
Course Number: 3013

Course Description: Client/server describes the relationship between two computer programs in which one program, the client, makes a service request from another program, the server, which fulfills the request. This flexible new course offers hands-on coverage of client/server architecture and client/server applications.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: VMware vSphere: Fast Track [V5.0]
Course Number: 3014

Course Description: In this intensive, extended-hours course, students will focus on installing, configuring, and managing VMware® vSphere® 5. Students will explore the topics covered in VMware vSphere: Install, Configure, Manage in greater detail and expand upon them by learning advanced tasks and gaining expert skills for configuring a highly available and scalable virtual infrastructure.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: VMware vSphere: Install, Configure, Manage [V5.0]
Course Number: 3015

Course Description: In this VMware®-authorized course based on ESXi 5.0 and vCenter Server 5.0, students will learn to install, configure, and manage VMware vSphere™, which consists of VMware ESXi™ and VMware vCenter™ Server. Students will spend approximately 40% of instruction time completing 20 hands-on labs.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: VMware vSphere: What's New [V5.0]
Course Number: 3016

Course Description: In this hands-on course, students will explore the new features in VMware® vCenter™ Server 5.0 and VMware ESXi™ 5.0. Students will learn to install VMware vSphere® and to upgrade from vSphere 4.x to vSphere 5.0, the first version of vSphere to include only the ESXi hypervisor. .

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: VMware vSphere: Design Workshop [V5.0]
Course Number: 3017

Course Description: In this course based on VMware ESXi™ and VMware vCenter™ Server 5, students will become equipped with the knowledge, skills, and abilities to achieve competence in designing a VMware vSphere® 5 virtual infrastructure. Given an organization's constraints and requirements, the infrastructure should be available, scalable, manageable, and secure while meeting the organization's business objectives.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: VMware vSphere: Install, Configure, Manage [V4.1]
Course Number: 3018

Course Description: In this VMware-authorized, hands-on course based on ESX/ESXi 4.1 and vCenter Server 4.1, students will learn to install, configure, and manage VMware vSphere™, which consists of VMware ESX/ESXi and VMware vCenter Server.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: VMware vSphere: Manage and Design for Security [V4x]
Course Number: 3019

Course Description: In this course, students will learn to follow best practices for secure design, deployment, and operation of a VMware® vSphere™ environment. Through lecture, discussion, and hands-on practice, students will gain the knowledge and skills necessary to meet the security and compliance goals of your organization

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: VMware vSphere: Manage for Performance [V4x]
Course Number: 3020

Course Description: This hands-on VMware® training course explores the management of performance in a VMware vSphere™ environment. You will gain the knowledge and skills necessary to make fundamental design decisions that enhance performance, and you will learn to meet performance goals in an already-deployed vSphere installation. The course is based on VMware ESX™ 4.0, ESXi 4.0, and vCenter™ Server 4.0.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: VMware vSphere: Skills for Storage Administrators [V4.1]
Course Number: 3021

Course Description: This course enables storage administrators to better plan and manage their storage systems to support a VMware vSphere™ environment. Through lecture, hands-on labs, and case studies, you will learn about vSphere interaction and operation with storage rather than learning vSphere administration skills.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: VMware vSphere: Troubleshooting [V4x]
Course Number: 3022

Course Description: This advanced, lab-intensive VMware-authorized course focuses on providing system administrators with the advanced knowledge, skills, and abilities to successfully troubleshoot the VMware® vSphere™ virtual infrastructure. In this course, which meets the training requirement for VMware certification, students will spend most of the time diagnosing and rectifying configuration problems created on VMware ESX™/ESXi hosts and VMware vCenter™ Server systems.

Course Length: 4 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 4994: Introduction to Programming Microsoft .NET Applications with Microsoft Visual Studio 2005
Course Number: 4994

Course Description: This five-day instructor-led course enables introductory-level developers who are not familiar with the Microsoft .NET Framework or Microsoft Visual Studio 2005 to gain familiarity with the Visual Studio 2005 development environment. Students will also learn basic skills using either Microsoft Visual Basic or Microsoft Visual C# as a programming language.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 4995: Programming with the Microsoft .NET Framework using Microsoft Visual Studio 2005
Course Number: 4995

Course Description: This five-day instructor-led course enables developers who are migrating from a different development language, an earlier version of Visual Basic .NET or Visual C#, or who have completed entry-level training and experience using Microsoft Visual Studio 2005, to gain in-depth guidance on programming the Microsoft .NET Framework versions 2.0 and 3.0 with Visual Studio 2005.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 5053: Designing a Messaging Infrastructure Using Microsoft Exchange Server 2007
Course Number: 5053

Course Description: This three-day instructor-led course provides students with the knowledge and skills to design a messaging infrastructure. Students will learn to assess an existing infrastructure and determine technical and business requirements for both new Microsoft Exchange Server 2007 deployments and migrations. Students will create a design that addresses security, architecture, scalability, coexistence, and client access needs. They also will learn strategies for gaining approval for designs from stakeholders.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 5054: Designing a High Availability Messaging Solution Using Microsoft Exchange Server 2007
Course Number: 5054

Course Description: This 2-day course teaches messaging engineers to design a high availability messaging solution using Microsoft Exchange Server 2007. Students will create a high availability design to meet service level agreement requirements and learn strategies for gaining approval for the design. They will learn how to identify risks and create mitigation plans to maintain the business continuity of the messaging system. Students will also learn how to design a backup strategy, disaster recovery procedures, and test plans for those procedures.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6158: Updating Your SQL Server 2005 Skills to SQL Server 2008 (MS6158)
Course Number: 6158

Course Description: This three-day instructor-led course provides students with the knowledge and skills to upgrade their SQL Server 2005 skills to SQL Server 2008

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6231: Maintaining a Microsoft SQL Server 2008 Database
Course Number: 6231

Course Description: This five-day instructor-led course provides students with the knowledge and skills to maintain a Microsoft SQL Server 2008 R2 database. The course focuses on teaching individuals how to use SQL Server 2008 R2 product features and tools related to maintaining a database.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6232: Implementing a Microsoft SQL Server 2008 Database
Course Number: 6232

Course Description: This five-day instructor-led course is intended for Microsoft SQL Server database developers who are responsible for implementing a database on SQL Server 2008 R2. In this course, students learn the skills and best practices on how to use SQL Server 2008 R2 product features and tools related to implementing a database server.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6235: Implementing and Maintaining Microsoft SQL Server 2008 Integration Services
Course Number: 6235

Course Description: This three-day instructor-led course teaches students how to implement an Integration Services solution in an organization. The course discusses how to develop, deploy, and manage Integration Services packages.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course: 6236: Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services
Course Number: 6236

Course Description: This three-day instructor-led course teaches students how to implement a Reporting Services solution in an organization. The course discusses how to use the Reporting Services development tools to create reports, and how to use the Reporting Services management and administrative tools to manage a Reporting Services solution.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6292: Installing and Configuring Windows 7 Client
Course Number: 6292

Course Description: This three-day instructor-led course is intended for IT professionals who are interested in expanding their knowledge base and technical skills about Windows 7 Client. In this course, students learn how to install, upgrade, and migrate to Windows 7 client. Students then configure Windows 7 client for network connectivity, security, maintenance, and mobile computing. This course helps students prepare for the Exam 70-680, TS: Windows 7, Configuring.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6294: Planning and Managing Windows 7 Desktop Deployments and Environments
Course Number: 6294

Course Description: This five-day instructor-led course is intended for desktop administrators who want to specialize in desktop deployment, configuration, and management. In this course, students will learn how to plan and deploy Windows 7 desktops in large organizations. They will also learn how to design, configure, and manage the Windows 7 client environment.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6416: Updating your Network Infrastructure and Active Directory Technology Skills to Windows Server 2008
Course Number: 6416

Course Description: This course will provide you with the knowledge and skills to work with network infrastructure and Active Directory technologies in Windows Server 2008. This course is intended for individuals who already have experience with Network Infrastructure and Active Directory technologies in Windows Server 2000 or Windows Server 2003, and who wish to upgrade their skills to Windows Server 2008.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6418: Deploying Windows Server 2008
Course Number: 6418

Course Description: This course will provide you with the knowledge and skills to install and deploy Windows Server 2008 R2. This course also will teach you how to automate server deployment, as well as provide guidelines, best practices, and considerations that will help you to migrate existing services to Windows Server 2008 R2.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6419: Configuring, Managing, & Maintaining Windows Server 2008 Servers
Course Number: 6419

Course Description: This five-day instructor-led course provides students with the knowledge and skills that are required to manage accounts and resources, maintain server resources, monitor server performance, and safeguard data in a Microsoft Windows Server 2008 and R2 environment. This course covers the core skills required by anyone working with Windows Server 2008 Servers.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6421:Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure
Course Number: 6421

Course Description: This five-day instructor-led course provides students with the knowledge and skills to configure and troubleshoot Windows Server 2008 and Windows Server 2008 R2 Sp1 Network Infrastructures. It will cover networking technologies most commonly used with Windows Server 2008 and Windows Server 2008 R2 Sp1 such as DNS, DHCP, IPv4 and IPv6 network addressing, Network Policy server and Network Access Protection and configuring secure network access. It also covers fault tolerant storage technologies, Network Storage and routing and remote access, monitoring and compliance updates as well as other relevant technologies

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6422: Implementing and Managing Windows Server 2008 Hyper-V
Course Number: 6422

Course Description: This three-day instructor-led course teaches students how to implement and manage Windows Server 2008 Hyper-V. It also teaches students how to manage Hyper-V with Solution Center Virtual Machine Manager (VMM) and with PowerShell.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6425: Configuring and Troubleshooting Windows Server 2008 Active Directory Domain Services
Course Number: 6425

Course Description: This five-day instructor-led course provides in-depth training on implementing, configuring, managing and troubleshooting Active Directory Domain Services (AD DS) in Windows Server 2008 and Windows Server 2008 R2 environments. It covers core AD DS concepts and functionality as well as implementing Group Policies, performing backup and restore and monitoring and troubleshooting Active Directory related issues. After completing this course students will be able to configure AD DS in their Windows Server 2008 and Windows server 2008 R2 environments.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6426: Configuring and Troubleshooting Identity and Access Solutions with Windows Server 2008 Active Directory
Course Number: 6426

Course Description: This three-day instructor-led course provides in-depth training on configuring and troubleshooting Active Directory Identity and Access (IDA) solutions with Windows Server 2008 and Windows Server 2008 R2.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6427: Configuring and Troubleshooting Internet Information Services in Windows Server 2008
Course Number: 6427

Course Description: In this 3-day instructor-led course, the students will learn to install, configure, maintain, and troubleshoot an Internet Information Services (IIS) 7.0 Web Server in Windows Server 2008.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6428: Configuring and Troubleshooting Windows Server 2008 Terminal Services
Course Number: 6428

Course Description: This two-day instructor-led course provides students with the knowledge and skills to configure, manage, monitor, and troubleshoot a Terminal Services (TS) environment. The course focuses on configuring of TS core functionality, licensing, Gateway, and Web Access.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Configuring and Managing Windows Media Services for Windows Server 2008 (MS6429)
Course Number: 6429

Course Description: This two-day instructor-led course provides students with the knowledge and skills to configure and manage Windows Media Services.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6430: Planning for Windows Server 2008 Servers
Course Number: 6430

Course Description: This 3-day course is intended for IT pros who are interested in the knowledge and skills necessary to plan a Windows Server 2008 operating system infrastructure. This course is aimed at server administrators and is not a "how-to" course; therefore, it has a significant number of planning exercises with less focus on hands-on exercises than some courses.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Managing and Maintaining Windows Server 2008 Network Infrastructure Servers (MS6431)
Course Number: 6431MS

Course Description: This two-day instructor-led course provides students with the knowledge and skills to manage and maintain Windows Server 2008 network infrastructure servers. The course focuses on creating a plan for managing the server lifecycle, developing and evaluating baselines for monitoring and managing server roles, and analyzing the implementation and configuration of several different server roles for Windows Server 2008. The course will also focus on analyzing and maintaining network server security.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6431: Managing & Maintaining Windows Server 2008 Network Infrastructure Servers
Course Number: 6431

Course Description: This two-day instructor-led course provides students with the knowledge and skills to manage and maintain Windows Server 2008 network infrastructure servers. The course focuses on creating a plan for managing the server lifecycle, developing and evaluating baselines for monitoring and managing server roles, and analyzing the implementation and configuration of several different server roles for Windows Server 2008. The course will also focus on analyzing and maintaining network server security.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6435: Designing a Windows Server 2008 Network Infrastructure
Course Number: 6435

Course Description: This five-day course will provide students with an understanding of how to design a Windows Server 2008 Network Infrastructure that meets business and technical requirements for network services.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6436: Designing a Windows Server 2008 Active Directory Infrastructure and Services
Course Number: 6436

Course Description: At the end of this five-day course, students will learn how to design an Active Directory Infrastructure in Windows Server 2008. Students will learn how to design Active Directory forests, domain infrastructure, sites and replication, administrative structures, group policies, and Public Key Infrastructures. Students will also learn how to design for security, high availability, disaster recovery, and migrations.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6437: Designing a Windows Server 2008 Applications Infrastructure
Course Number: 6437

Course Description: This three-day course will prepare IT professionals for the role of Enterprise Administrator. Students will learn how to design application infrastructure solutions based on Windows Server 2008 to meet varying business and technical requirements.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6451: Planning, Deploying, & Managing Systems Center Configuration Manager 2007
Course Number: 6451

Course Description: This five-day, instructor-led course will provide you with the knowledge and skills to plan, deploy, and manage Microsoft System Center Configuration Manager 2007. This course requires that students have a base-level understanding of Systems Management Server 2003 or Configuration Manager 2007. It also requires that students have a system administrator-level working knowledge of deployment, configuration, and troubleshooting for Windows-based personal computers, as well as a working knowledge of TCP/IP networking, Microsoft SQL Server, Active Directory Domain Services (AD DS) or Active Directory directory service, and basic Public Key Infrastructure concepts. This course focuses on planning and deploying sites and clients, configuring software distribution, deploying operating systems, and managing software updates. It also focuses on remote tools and managing mobile devices.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6461: Visual Studio 2008: Windows Communication Foundation
Course Number: 6461

Course Description: This three-day instructor-led course provides students with the knowledge and skills to build and configure a Windows Communication Foundation (WCF) solution.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Visual Studio 2008: Windows Communication Foundation (MS6461)
Course Number: 6461MS

Course Description: This three-day instructor-led course provides students with the knowledge and skills to build and configure a Windows Communication Foundation (WCF) solution.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 6462: Visual Studio 2008: Windows Workflow Foundation
Course Number: 6462

Course Description: This two-day instructor-led course provides students with the knowledge and skills to build and configure a Windows Workflow Foundation (WF) solution.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: MCITP: Server Administrator on Windows Server 2008
Course Number: 10000

Course Description: Phoenix TS' Microsoft Certified IT Professional: Server Administrator (MCITP: Server Administrator) credential is a leading certification for Windows Server 2008. This 8-day Bootcamp provides

recognized, objective validation of your ability to perform critical and current IT job roles by using Microsoft technologies. The MCITP Server Administrator certification focuses on a specific job role, allowing for in-depth validation of your skill set. It also gives you the opportunity to earn multiple MCITP certifications. It develops on a combination of Microsoft Certified Technology Specialist (MCTS) prerequisites, helping improve your technical resume with each step in your career path.

Course Length: 8 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 10135: Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010
Course Number: 10135

Course Description: This five-day, instructor-led course will provide you with the knowledge and skills to configure and manage an Exchange Server 2010 messaging environment. This course does not require previous Exchange Server experience, but does require that students have significant experience in managing Windows Server and Active Directory directory services or Active Directory Domain Services (AD DS). This course will teach you how to configure Exchange Server 2010, as well as provide guidelines, best practices, and considerations that will help you optimize your Exchange Server deployment.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 10159: Updating Your Windows Server 2008 Technology Skills to Windows Server 2008 R2
Course Number: 10159

Course Description: This three-day instructor-led course teaches the new features of Windows Server 2008 R2 to IT professionals who have specialist skills in working with Windows Server 2008 Technology. The course facilitates accelerated learning of Windows Server 2008 R2 features and the features enabled in Windows Server 2008 R2 for Windows 7.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 10174: Configuring and Administering Microsoft SharePoint 2010
Course Number: 10174

Course Description: The course teaches students how to install, configure and administer SharePoint, and also manage and monitor sites and users by using SharePoint 2010.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 10175: Microsoft SharePoint 2010, Application Development
Course Number: 10175

Course Description: This course provides existing .NET developers with practical information and labs that enables them to build solutions on the Microsoft SharePoint 2010 platform.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 10215: Implementing and Managing Microsoft Server Virtualization
Course Number: 10215

Course Description: This five-day, instructor-led course will provide you with the knowledge and skills to deploy and manage a server virtualization environment using Microsoft technologies. The course provides details on how to deploy and manage Hyper-V and Remote Desktop Services on Windows Server 2008 R2. The course also provides details on how to manage a server virtualization environment by using System Center products such as System Center Virtual Machine Manager (VMM) 2008, SCVMM 2008 R2, System Center Operations Manager 2007 R2, System Center Data Protection Manager 2007 R2, and System Center Configuration Manager 2007 R2. This course does not require previous server virtualization experience, but does require that students have significant experience in managing Windows Server 2008 or Windows Server 2008 R2.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 10231: Designing a Microsoft SharePoint 2010 Infrastructure
Course Number: 10231

Course Description: This 5 day ILT course teaches IT Professionals to design and deploy Microsoft SharePoint 2010

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 10232: Designing and Developing Microsoft SharePoint Server 2010 Applications
Course Number: 10232

Course Description: This five-day instructor-led course is intended for Microsoft SharePoint Development professionals who are responsible for leading projects, designing solutions, and identifying problems. In this course, students learn the skills and best practices that are required to help organizations design and develop effective SharePoint applications.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: MS 10233: Designing and Deploying Messaging Solutions with Microsoft Exchange Server 2010
Course Number: 10233

Course Description: This five-day, instructor-led course provides you with the knowledge and skills to design and deploy messaging solutions with Microsoft Exchange Server 2010. This course describes how to gather requirements for a messaging solution and then design the integration of Exchange Server 2010 with the current infrastructure. The course then covers how to plan and deploy the various server roles in Exchange Server 2010. You will explore the various options for implementing messaging security, policies, and compliance. The course also examines the high availability and disaster recovery options and how to develop a troubleshooting plan. Finally, the course describes how to plan the upgrade from earlier versions of Exchange Server to Exchange Server 2010 and the integration of Exchange Server 2010 with other messaging systems.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Implementing Active Directory Rights Management Services with Exchange and SharePoint (MS50403)
Course Number: MS10262

Course Description: This four-day instructor-led course provides students with the knowledge and skills to deploy Microsoft Active Directory Rights Management Services (AD RMS), and to understand the role AD RMS plays in a wider infrastructure and how it interacts with other Microsoft technologies.

Course Length: 4 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 10262: Developing Windows Applications with Microsoft Visual Studio 2010
Course Number: 10262

Course Description: This four-day instructor-led course provides students with the knowledge and skills to deploy Microsoft Active Directory Rights Management Services (AD RMS), and to understand the role AD RMS plays in a wider infrastructure and how it interacts with other Microsoft technologies.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 10263: Developing Windows Communication Foundation Solutions with Microsoft Visual Studio 2010
Course Number: 10263

Course Description: This three-day instructor-led course provides participants with the knowledge and skills to develop distributed applications using WCF 4 and Microsoft Visual Studio 2010.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 10264: Developing Web Applications with Microsoft Visual Studio 2010
Course Number: 10264

Course Description: In this course, students will learn to develop advanced ASP.NET MVC and Web Forms applications using .NET Framework 4 tools and technologies. The focus will be on coding activities that enhance the performance and scalability of the Web site application. ASP.NET MVC will be introduced and compared with Web Forms so that students know when each should/could be used. This will also prepare the student for exam 70-515.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 10265: Developing Data Access Solutions with Microsoft Visual Studio 2010
Course Number: 10265

Course Description: The purpose of this 5-day course is to teach students the basic fundamentals of networking, security, and server administration with Windows Server 2008 and Windows Server 2008 R2. It is intended to provide the foundational level knowledge needed to prepare students to begin building a career in Microsoft technologies.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 10266: Programming in C# with Microsoft Visual Studio 2010
Course Number: 10266

Course Description: The course focuses on C# program structure, language syntax, and implementation details with .NET Framework 4.0. This course describes the new enhancements in the C# 4.0 language by using Visual Studio 2010. In this course, lower-intermediate level programmers gain the knowledge and skills they need to develop C# applications for the Microsoft .NET Framework 4.0. The course highlights the structure of C# 4.0 programs, language syntax, and implementation details. This course is not mapped to any exam.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 10267: Introduction to Web Development with Microsoft Visual Studio 2010
Course Number: 10267

Course Description: This five-day instructor-led course provides knowledge and skills on developing Web applications by using Microsoft Visual Studio 2010.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 10324: Implementing and Managing Microsoft Desktop Virtualization
Course Number: 10324

Course Description: This five-day, instructor-led course provides you with the knowledge and skills to implement and manage desktop virtualization solutions. This course provides an overview of virtualization and the various Microsoft products that you can use to implement and deploy a virtualization solution. The course explains how to configure and manage a MED-V deployment. Then, it describes the procedures for deploying an App-V solution by implementing App-V servers and clients and by sequencing applications. The course then covers the configuration of Remote Desktop Services and RemoteApp programs. Finally, the course describes the concept of user state virtualization and procedures for configuring the Virtual Desktop Infrastructure (VDI).

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 10337: Updating Your Microsoft SQL Server 2008 BI Skills to SQL Server 2008 R2
Course Number: 10337

Course Description: This 3 day ILT course focuses on the new features SQL Server 2008 R2 for BI specialists

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 10508: Planning, Deploying, and Managing Microsoft Exchange Server 2010 Unified Messaging
Course Number: 10508

Course Description: This course provides information on planning and managing Microsoft Exchange Server 2010 Unified Messaging (UM) deployments. The course addresses such topics as new features, upgrading from Microsoft Exchange Server 2007 UM to Exchange Server 2010 UM, Microsoft Office Communications Server 2007 integration, and tools and processes to support Unified Messaging planning, installation/setup, and implementation.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: MCITP: Enterprise Administrator on Windows Server 2008
Course Number: 20000

Course Description: The PhoenixTS Microsoft Certified IT Professional (MCITP): Enterprise Administrator course trains & equips students with the skills & information required to design Server infrastructures in a Windows environment, analyze & recommend potential new solutions, handle any escalated infrastructure problems, create

best practices clients, servers & other groups, while keeping identity, authentication, & access management policies up-to-date.

Course Length: 10 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: MCITP: Database Administrator 2008
Course Number: 30000

Course Description: The Microsoft Database Administrator training and certification supports professionals in the IT field who currently have knowledge of core or foundation conce and want to earn their MCITP certification in Database Administration.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50007: Upgrade to SQL Server 2005 Bootcamp
Course Number: 50007

Course Description: This five-day instructor-led course teaches database professionals working in enterprise environments how to upgrade to SQL Server 2005.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50015: Building and Operating Commerce Server 2007 Solutions
Course Number: 50015

Course Description: This three-day instructor-led course provides students with the knowledge and skills to begin using Microsoft Commerce Server 2007. The course focuses on both developer and IT professional tasks.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS

Class Location: Client site or Phoenix TS provided site

Course Name: Course 50028: Installing & Configuring Systems Center Operations Manager 2007R2
Course Number: 50028

Course Description: This five-day instructor-led course provides students with the knowledge and skills to manage a Systems Center Operations Manager 2007 R2 management group. This course is intended to develop the necessary skills to install and manage Operations Manager 2007 R2 management servers and supporting roles.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50068: Microsoft SQL Server 2008 for the Experienced Oracle Database Administrator
Course Number: 50068

Course Description: This four-day instructor-led course provides students with the knowledge and skills to capitalize on their skills and experience as an Oracle DBA to manage a Microsoft SQL Server system. This workshop provides a quick start for the Oracle DBA to map, compare, and contrast the realm of Oracle database management to SQL Server database management. Each module also provides demos.

Course Length: 4 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office Word Level 1
Course Number: 50126

Course Description: This one-day instructor-led course provides students with an overview of the features and functions of Microsoft Office Word.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office Word Level 2
Course Number: 50127

Course Description: This one-day instructor-led course provides students with an overview of the features and functions of Microsoft Office Word.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office Word Level 3
Course Number: 50128

Course Description: This one-day instructor-led course provides students with an overview of the more advanced features and functions of Microsoft Office Word.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office PowerPoint Level 1
Course Number: 50129

Course Description: This one-day instructor-led course provides students with an overview of the features and functions of Microsoft Office PowerPoint.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office PowerPoint Level 2
Course Number: 50130

Course Description: This one-day instructor-led course provides students with experience at creating more elaborate presentations in Microsoft Office PowerPoint.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office PowerPoint Level 3
Course Number: 50131

Course Description: This one-day instructor-led course provides students with an overview of the more advanced features and functions of Microsoft Office PowerPoint.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office Outlook Level 1
Course Number: 50132

Course Description: This one-day instructor-led course provides students with an overview of the features and functions of Microsoft Office Outlook.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office Outlook Level 2
Course Number: 50133

Course Description: This one-day instructor-led course provides students with more advanced skills for managing e-mail, schedules, and contacts.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office Outlook Level 3
Course Number: 50134

Course Description: This one-day instructor-led course provides students with advanced skills for managing e-mail, collaborating with others, and customizing the Microsoft Office Outlook interface.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office Access Level 1
Course Number: 50135

Course Description: This one-day instructor-led course provides students with an overview of the features and functions of Microsoft Office Access.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office Access Level 2
Course Number: 50136

Course Description: This one-day instructor-led course provides students with an overview of the more complex features and functions of Microsoft Office Access.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office Access Level 3
Course Number: 50137

Course Description: This one-day instructor-led course provides students with an overview of the more advanced features and functions of Microsoft Office Access.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50150: C# 3.0 Programming in the .NET Framework
Course Number: 50150

Course Description: This six-day instructor-led course provides students with the knowledge and skills to develop applications in the .NET Framework 3.5 using the C# 3.0 programming language.
C# is one of the most popular programming languages in existence, and the C# 3.0 revision introduces new productivity, performance, functional programming and convenience features into the language. This course features an overview of all language-related features, as well as an introduction to general .NET Framework features such as garbage collection, assembly loading, Reflection, Language-Integrated Query (LINQ) and many others.

Course Length: 6 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50152: C# Programming in the .NET Framework 2.0
Course Number: 50152

Course Description: This five-day instructor-led course provides students with the knowledge and skills to develop applications in the .NET Framework 2.0 using the C# 2.0 programming language. C# is one of the most popular programming languages in existence, and the C# 2.0 revision introduces new productivity, performance and convenience features into the language. This course features an overview of all language-related features, as well as an introduction to general .NET Framework features such as garbage collection, assembly loading, Reflection, and many others.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50206: Microsoft SQL Server 2005 for Application Developers
Course Number: 50206

Course Description: This three-day, hands-on, instructor-led course provides students with the knowledge and skills to develop database solutions using Microsoft SQL Server 2005.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Planning and Designing Microsoft Virtualization Solutions (MS 50237)
Course Number: 50237

Course Description: This course is a 5 day instructor-led course that will provide its students with the working knowledge and skills required to be able to design a complex data center as well as desktop architecture all while

using Microsoft Windows Server 2008 R2 in tandem with Hyper-V or Hyper-V Server 2008 R2, Remote Desktop Services (RDS), System Center Suite, Microsoft Enterprise Desktop Virtualization (MED-V), Application Virtualization 4.6 (APP-V), and other supporting applications/utilities. The information taught in this class will surely provide its students with a solid understanding of various technological solutions, architecture considerations, as well as management requirements that could be integrated to help build a successful virtualization infrastructure.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50238: Introduction to SQL Server 2008 Administration (MS50238)
Course Number: 50238

Course Description: This five-day instructor-led course provides students with the knowledge and skills to administer SQL Server 2008. The course focuses on support tasks, including installation, upgrading, backups, restores, monitoring, and auditing.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50292: Administering and Maintaining Windows 7
Course Number: 50292

Course Description: This five-day instructor-led course provides students with the knowledge and skills to successfully install, maintain, and troubleshoot Windows 7 computers. Through practical labs, you'll get invaluable experience with installation and upgrades, remote access, and the new desktop environment. You will learn how Windows 7 allows for vast improvements to security, overall system performance, and deployment-a robust combination unparalleled in the market.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50295: Introduction to Microsoft ASP.NET 3.5
Course Number: 50295

Course Description: This three-day instructor-led course provides students with the knowledge and skills to develop web applications for the Microsoft .NET platform using ASP.NET 3.5 technology. The code behind language is C#.

The course focuses on overview of .Net framework, web application basics, ASP.NET architecture, user interfaces and controls, look and feel of web pages and state management techniques.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50322: Configuring and Administering Windows 7
Course Number: 50322

Course Description: This five-day instructor-led course provides students with the knowledge and skills to configure and administer Microsoft Windows 7 as a standalone installation or in a corporate environment as a part of a Windows Active Directory domain. It can also be used to prepare for exam 70-680 TS: Windows 7, Configuring.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50331: Windows 7, Enterprise Desktop Support Technician
Course Number: 50331

Course Description: This five-day instructor-led course provides students with the knowledge and skills needed to isolate, document and resolve problems on a Windows 7 desktop or laptop computer. It will also help test takers prepare for the 70-685 and 70-682 exams.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50352: SharePoint 2010 Overview for End Users
Course Number: 50352

Course Description: This 2-day instructor-led course explores all the new end user features exposed in SharePoint 2010.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50353: SharePoint 2010 Overview for IT Professionals
Course Number: 50353

Course Description: This 3-day instructor-led course explores the new architectural changes made to SharePoint 2010 and how to upgrade your 2007 environment to 2010.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50400: Designing, Optimizing, and Maintaining a Database Administrative Solution for Microsoft SQL Server 2008
Course Number: 50400

Course Description: This five-day instructor-led course provides the knowledge and skills to design, optimize, and maintain a database administrative solution for Microsoft SQL Server 2008.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50401: Designing and Optimizing Database Solutions with Microsoft SQL Server 2008
Course Number: 50401

Course Description: This five-day instructor-led course provides the knowledge and skills that IT Professionals need to design, optimize, and maintain SQL Server 2008 database.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50413: Mastering Microsoft Project 2010
Course Number: 50413

Course Description: "This three-day instructor-led course provides students with the knowledge and skills to plan and manage projects using Microsoft Project 2010.

To get the most from any project management software, the user must understand the project management techniques upon which the software is based. This course presents the most popular project management software in the context of how a project manager will use it. Participants in this course learn the functions of the software and the project management concepts which make the software effective.

This presentation begins with the basic concepts and leads participants through all the functions they'll need to plan and manage a small to medium-sized project, including how to level resources and capture both cost and schedule progress."

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Excel Level 1
Course Number: 50422

Course Description: Microsoft Excel Level 1 is part of a 3-Level study program for Microsoft Excel. The course provides the learner with the skills and knowledge necessary to create workbooks in Microsoft Excel. It covers creating a new workbook, adding data, editing data, working with formulas, printing and charting.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50430: Developing Data Access Solutions with Microsoft Visual Studio 2010
Course Number: 50430

Course Description: In this course, experienced developers who know the basics of data access (CRUD) in Windows client and Web application environments will learn to optimize their designs and develop better performing data access code by using the ADO.NET Entity Framework, LINQ, WCF Data Services, the Sync Framework, and ADO.NET.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Excel Level 2
Course Number: 50434

Course Description: Microsoft Excel Level 2 is the second of a 3-Level study program for Microsoft Excel. This level extends the learner's basic knowledge of Excel and provides the learner with skills and knowledge to produce more effective and productive workbooks. It covers formulas and function techniques, more intricate formatting, setting complex printing options, using intricate charting features, and working more effectively with existing worksheets and workbooks.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50435: Implementing and Administering Microsoft SharePoint Foundation 2010
Course Number: 50435

Course Description: This two-day instructor-led course provides students with the knowledge and skills to plan, install and configure SharePoint environment on Microsoft SharePoint Foundation 2010. The course focuses are on requirement and installation of Microsoft SharePoint Foundation 2010 and configuration of SharePoint environment.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Excel Level 3
Course Number: 50438

Course Description: Microsoft Excel Level 3 focuses on the more advanced features of Excel. Advanced analysis tools, especially pivot tables, Solver, outlining and summarizing are covered, as are some key automation features such as Macros.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50464: Understanding and Querying Relational Data for Information Workers Using Microsoft SQL Server
Course Number: 50464

Course Description: This two-day instructor-led course provides students with the knowledge and skills to query data using Microsoft SQL Server. The course will introduce the conce of relation databases and how to retrieve, modify, and use SQL Server data.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50465: PerformancePoint 2010 Designing and Implementing Scorecards and Dashboards
Course Number: 50465

Course Description: This instructor-led course provides students with the necessary knowledge to develop Scorecards and Dashboards using PerformancePoint 2010 in their own work environment. The course covers design theory, different types of dashboards, planning, deployment and security. Each of the first class objects such as Indicators, KPIs, Filters, Data Sources, and interconnecting them into scorecards and combining scorecards into dashboards is covered in depth. In addition peripheral knowledge that greatly enhances the design experience is provided including an overview of the Microsoft Business Intelligence stack, basic understanding of the hosting services for PerformancePoint 2010 which is SharePoint 2010, MDX queries and SQL Server Analysis Services.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50466: Windows Azure Solutions with Microsoft Visual Studio 2010
Course Number: 50466

Course Description: This course is an introductory course to cloud computing and, more specifically, Microsoft's public cloud option within Windows Azure. Microsoft has called Windows Azure an operating system available for "the cloud". During this course, students will explore the cloud operating system and they will learn how to write, deploy and monitor .NET applications within Azure. This course is designed for .NET developers who have Web application experience and that are exploring and developing new applications or that are porting various existing applications to Windows Azure.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50468: SharePoint 2010 End User - Level I
Course Number: 50468

Course Description: This 3-day Instructor Led course Explores all the basic end user features of SharePoint 2010 including all basic lists and sites.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50469: SharePoint 2010 End User - Level II
Course Number: 50469

Course Description: This 2-day Instructor led course explores several advanced topics of working with SharePoint 2010 sites. Topics include SharePoint Server site definitions (Business Intelligence, Search Center, etc.), in-depth coverage of Workflows, My Sites and Social Computing, Site Administration, Site Customization and Site Collection Administration.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50470: Microsoft SharePoint Server 2010 for the Site Owner/Power User
Course Number: 50470

Course Description: This two-day instructor-led course is designed for the site owner/"power user" of a SharePoint site who needs to know how to create sites and lists, manage user access and customize lists and pages. This class uses the SharePoint Server 2010 version of SharePoint. While it is of equal value for users of SharePoint Foundation, it does include a few features not found in Foundation.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50478: SharePoint 2010 Advanced Foundation Development
Course Number: 50478

Course Description: This is a 5-day Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities. This course focuses on SharePoint Foundation 2010 fundamental building blocks such as features, application pages, site pages, Web Parts, custom list types, site columns, content types, custom workflows and site definitions. Other advanced topics include extending the Ribbon and writing custom Service Applications.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50552: Microsoft Project 2010 Exam Prep Bootcamp
Course Number: 50552

Course Description: This three-day instructor-ledcourse provides students with the knowledge and skills to master Microsoft Project 2010 and pass the 70-178 MCTS exam.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50557: Microsoft Jump Start: Office 365 for IT Professionals
Course Number: 50557

Course Description: Microsoft Office 365 for IT Professionals is specially tailored for technologists looking for real-world proof of how cloud-based Office 365 enables organizations to solve more problems from more places. Microsoft Office 365 brings together cloud versions of our most trusted email, communication and collaboration software – Exchange Online, SharePoint Online and Lync Online – with the Office Professional Plus desktop suite

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 50558: Microsoft Project Server 2010 Technical Boot Camp
Course Number: 50558

Course Description: Project Server implementers taking this intensive 5-day hands-on course learn how to properly install SharePoint Server and Project Server 2010, prepare the system for configuration, and configure and maintain Project Server 2010 using both Project Professional 2010 and the Project Web App interface. Administrators also learn how to perform common SharePoint administrative tasks, how to manage the integration points between Project Server 2010 and SharePoint Server 2010, and how to configure project collaboration sites and business intelligence features. Learn from instructors who have real-world experience in deploying Project Server across many industries.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Course Name: Course 52310: Developing Microsoft ASP.NET Web Applications Using Visual Studio .NET
Course Number: 52310

Course Description: This five-day instructor-led course will teach introductory-level Web developers the fundamentals of Web application development and best practices for Microsoft Web development technologies, including ASP.NET 3.5, ASP.NET AJAX Extensions, and Silverlight. This course focuses on using the Microsoft Visual Studio 2008 development environment and the Microsoft .NET Framework 3.5 to create a Web application that delivers dynamic content to a Web site.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

# of students/class: 1
Class Schedules: As agreed to between ordering agency and Phoenix TS
Class Location: Client site or Phoenix TS provided site

Phoenix Technology Solutions, LLC.
GSA Pricelist

Training Courses

SIN	Course Name	Length	GSA Price w/IFF
132-50	CISSP	5 days	$30,920.18
132-50	ISSMP	5 days	$30,920.18
132-50	ISSEP	5 days	$30,920.18
132-50	CISM	5 days	$30,920.18
132-50	CISA	5 days	$30,920.18
132-50	Project Management	5 days	$30,920.18
132-50	DISTCAP to DIACAP	5 days	$37,479.00
132-50	SCNS	5 days	$35,136.56
132-50	SCNP	5 days	$35,136.56
132-50	COOP and Disaster Recovery	5 days	$56,218.50
132-50	ITIL v3 Foundations Course	3 Days	$23,424.38
132-50	ITIL v3 Service Lifecycle: Service Strategy	3 Days	$26,235.30
132-50	ITIL v3 Service Lifecycle: Service Design	3 Days	$26,235.30
132-50	ITIL v3 Service Lifecycle: Service Transition	3 Days	$26,235.30
132-50	ITIL v3 Service Lifecycle: Service Operations	3 Days	$26,235.30
132-50	ITIL v3 Service Lifecycle: Continual Service Improvement	3 Days	$26,235.30
132-50	ITIL v3 Service Capability: Planning, Protection & Optimization	5 Days	$27,640.76
132-50	ITIL v3 Service Capability: Service Offerings & Agreements	5 Days	$27,640.76
132-50	ITIL v3 Service Capability: Release, Control & Validation	5 Days	$27,640.76
132-50	ITIL v3 Service Capability: Operations Support & Analysis	5 Days	$27,640.76
132-50	ITIL v3 Managing Across the Lifecycle	5 Days	$27,640.76
132-50	ITIL v2 to v3 Foundations Bridge	2 Days	$15,928.58
132-50	ITIL v3 Executive Overview	1 Day	$7,495.80

Phoenix TS Technical Classes

List price based on classroom at client site or Phoenix TS site and is per student.

All training is hands-on instructor-led.

Course Number	Course Name	GSA Price w/IFF
1001	Interconnecting Cisco Networking Devices1 (ICND 1)	$2,670.53
1002	Interconnecting Cisco Networking Devices 2 (ICND 2)	$2,670.53
1003	Cisco Certified Network Associate (CCNA)	$2,361.31
1004	CCNP: Implementing Cisco IP Routing (ROUTE)	$2,806.40
1005	CCNP: Implementing Cisco IP Switched Networks (SWITCH)	$2,806.40
1006	CCNP: Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)	$2,806.40
1028	CompTIA A+	$1,930.28
1029	CompTIA Network+	$1,958.39
1030	CompTIA Security+	$1,864.69
1031	CompTIA Server+	$1,307.15
1032	CompTIA Linux+	$1,920.91
1034	CompTIA CTP+	$2,904.79
1035	Certified Ethical Hacker (CEH)	$2,553.40
1036	Computer Hacking Forensic Investigator (CHFI)	$2,740.81
1037	ECSA/LPT	$2,740.81
1038	Certified Information Security Manager (CISM)	$2,061.46
1039	Certified Information Systems Auditor (CISA)	$2,061.46
1040	ITIL® 2011 Foundations	$1,827.20
1041	ITIL® 2011 Lifecycle - Service Strategy (SS)	$1,920.91
1042	ITIL® 2011 Lifecycle - Service Design (SD)	$1,920.91
1043	ITIL® 2011 Lifecycle - Service Transition (ST)	$1,920.91
1044	ITIL® 2011 Lifecycle - Service Operation (SO)	$1,920.91
1045	ITIL® 2011 Lifecycle - Continual Service Improvement (CSI)	$1,920.91
1046	ITIL® 2011 Capability - Operational Support & Analysis (OSA)	$2,417.53
1047	ITIL® 2011 Capability - Release, Control & Validation (RCV)	$2,417.53
1048	ITIL® 2011 Capability - Planning Protection & Optimization (PPO)	$2,417.53
1049	ITIL® 2011 Capability - Service Offerings & Agreements (SOA)	$2,417.53
1050	ITIL® 2011 Capstone - Managing Across the Lifecycle (MALC)	$2,417.53
1051	Certified Wireless Network Administrator (CWNA)	$2,431.59
1052	Certified Wireless Security Professional (CWSP)	$2,618.99
1053	Certified Wireless Technology Specialist (CWTS)	$1,274.36
1055	Certified Wireless Analysis Professional (CWAP)	$2,712.70
1070	Certified Information Systems Security Professional (CISSP)	$2,431.59
1071	DIACAP	$1,864.69
2433	Microsoft Visual Basic Scripting Edition and Microsoft Windows Script Host Essentials (MS2433)	$1,459.89
2562	Getting Started with Microsoft Visual Studio 2005 for Visual Basic 6.0 Developers	$988.56
2728	Building Microsoft BizTalk Server 2002 Solutions	$1,930.28
2778	Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	$2,398.79
2779	Implementing a Microsoft SQL Server 2005 Database	$2,398.79
2780	Maintaining a Microsoft SQL Server 2005 Database	$2,398.79
2781	Designing Microsoft SQL Server 2005 Server-Side Solutions	$1,485.19
2782	Designing Microsoft SQL Server 2005 Databases	$988.56
2786	Designing a Microsoft SQL Server 2005 Infrastructure	$988.56
2787	Designing Security for Microsoft SQL Server 2005	$988.56
2788	Designing High Availability Database Solutions Using Microsoft SQL Server 2005	$1,485.19
2791	Implementing and Maintaining Microsoft SQL Server 2005 Analysis Services	$1,485.19
2792	Implementing and Maintaining Microsoft SQL Server 2005 Integration Services	$1,485.19

Course Number	Course Name	GSA Price w/IFF
2793	Implementing and Maintaining Microsoft SQL Server 2005 Reporting Services	$1,485.19
2933	Developing Business Process and Integration Solutions Using Microsoft BizTalk Server 2006	$2,398.79
2957	Advanced Foundations of Microsoft .NET 2.0 Development	$1,485.19
3000	Introduction to Project Management	$932.34
3001	Internet Protocol version 6 (IPv6)	$1,124.43
3002	Multi-Protocol Label Switching	$1,124.43
3003	TCP/IP Networking	$1,124.43
3004	Voice and Video Over IP (VoIP)	$3,279.60
3005	Vmware vSphere 4.1 with ESXi and vCenter	$4,216.62
3006	Vmware vSphere 5.0 with ESXi and vCenter	$4,216.62
3007	Vmware vSphere 4.1 Boot Camp	$4,216.62
3008	Vmware vSphere 4.1 Advanced Administration	$4,216.62
3009	Healthcare IT Technician	$1,404.60
3010	Advanced Security Practitioner (CASP)	$1,958.39
3011	Cloud Computing Essentials	$1,030.73
3012	Certified Authorization Professional (CAP®)	$1,869.37
3013	Client-Server Technology Overview	$890.18
3014	VMware vSphere: Fast Track [V5.0]	$4,675.77
3015	VMware vSphere: Install, Configure, Manage [V5.0]	$2,806.40
3016	VMware vSphere: What's New [V5.0]	$1,171.28
3017	VMware vSphere: Design Workshop [V5.0]	$2,014.61
3018	VMware vSphere: Install, Configure, Manage [V4.1]	$4,675.77
3019	VMware vSphere: Manage and Design for Security [V4x]	$1,958.39
3020	VMware vSphere: Manage for Performance [V4x]	$1,958.39
3021	VMware vSphere: Skills for Storage Administrators [V4.1]	$1,030.73
3022	VMware vSphere: Troubleshooting [V4x]	$2,717.38
4994	Introduction to Programming Microsoft .NET Applications with Microsoft Visual Studio 2005	$2,398.79
4995	Programming with the Microsoft .NET Framework using Microsoft Visual Studio 2005	$2,398.79
5053	Designing a Messaging Infrastructure Using Microsoft Exchange Server 2007	$2,398.79
5054	Designing a High Availability Messaging Solution Using Microsoft Exchange Server 2007	$988.56
6158	Updating Your SQL Server 2005 Skills to SQL Server 2008 (MS6158)	$1,485.19
6231	Maintaining a Microsoft SQL Server 2008 Database	$2,398.79
6232	Implementing a Microsoft SQL Server 2008 Database	$2,398.79
6235	Implementing and Maintaining Microsoft SQL Server 2008 Integration Services	$1,485.19
6236	Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	$1,485.19
6292	Installing and Configuring Windows 7 Client	$1,485.19
6294	Planning and Managing Windows 7 Desktop Deployments and Environments	$2,398.79
6416	Updating your Network Infrastructure and Active Directory Technology Skills to Windows Server 2008	$2,398.79
6418	Deploying Windows Server 2008	$1,485.19
6419	Configuring, Managing, & Maintaining Windows Server 2008 Servers	$2,398.79
6421	Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure	$2,398.79
6422	Implementing and Managing Windows Server 2008 Hyper-V	$1,485.19
6425	Configuring and Troubleshooting Windows Server 2008 Active Directory Domain Services	$2,398.79
6426	Configuring and Troubleshooting Identity and Access Solutions with Windows Server 2008 Active Directory	$1,485.19
6427	Configuring and Troubleshooting Internet Information Services in Windows Server 2008	$1,485.19
6428	Configuring and Troubleshooting Windows Server 2008 Terminal Services	$988.56
6429	Configuring and Managing Windows Media Services for Windows Server 2008 (MS6429)	$988.56
6430	Planning for Windows Server 2008 Servers	$1,485.19
6431MS	Managing and Maintaining Windows Server 2008 Network Infrastructure Servers (MS6431)	$2,398.79

Course Number	Course Name	GSA Price w/IFF
6431	Managing & Maintaining Windows Server 2008 Network Infrastructure Servers	$988.56
6435	Designing a Windows Server 2008 Network Infrastructure	$2,398.79
6436	Designing a Windows Server 2008 Active Directory Infrastructure and Services	$2,398.79
6437	Designing a Windows Server 2008 Applications Infrastructure	$1,485.19
6451	Planning, Deploying, & Managing Systems Center Configuration Manager 2007	$2,398.79
6461	Visual Studio 2008: Windows Communication Foundation	$1,485.19
6461MS	Visual Studio 2008: Windows Communication Foundation (MS6461)	$1,459.89
6462	Visual Studio 2008: Windows Workflow Foundation	$988.56
10000	MCITP: Server Administrator on Windows Server 2008	$4,493.05
10135	Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	$2,398.79
10159	Updating Your Windows Server 2008 Technology Skills to Windows Server 2008 R2	$1,485.19
10174	Configuring and Administering Microsoft SharePoint 2010	$2,398.79
10175	Microsoft SharePoint 2010, Application Development	$2,398.79
10215	Implementing and Managing Microsoft Server Virtualization	$2,398.79
10231	Designing a Microsoft SharePoint 2010 Infrastructure	$2,398.79
10232	Designing and Developing Microsoft SharePoint Server 2010 Applications	$2,398.79
10233	Designing and Deploying Messaging Solutions with Microsoft Exchange Server 2010	$2,398.79
10262MS	Implementing Active Directory Rights Management Services with Exchange and SharePoint (MS50403)	$1,930.28
10262	Developing Windows Applications with Microsoft Visual Studio 2010	$2,398.79
10263	Developing Windows Communication Foundation Solutions with Microsoft Visual Studio 2010	$1,485.19
10264	Developing Web Applications with Microsoft Visual Studio 2010	$2,398.79
10265MS	Fundamentals of Windows Server 2008 (MS6420)	$2,398.79
10265	Developing Data Access Solutions with Microsoft Visual Studio 2010	$2,398.79
10266	Programming in C# with Microsoft Visual Studio 2010	$2,398.79
10267	Introduction to Web Development with Microsoft Visual Studio 2010	$2,398.79
10324	Implementing and Managing Microsoft Desktop Virtualization	$2,398.79
10337	Updating Your Microsoft SQL Server 2008 BI Skills to SQL Server 2008 R2	$1,485.19
10508	Planning, Deploying, and Managing Microsoft Exchange Server 2010 Unified Messaging	$1,485.19
20000	MCITP: Enterprise Administrator on Windows Server 2008	$5,902.34
30000	MCITP: Database Administrator 2008	$3,209.32
50007	Upgrade to SQL Server 2005 Bootcamp	$2,398.79
50015	Building and Operating Commerce Server 2007 Solutions	$1,485.19
50028	Installing & Configuring Systems Center Operations Manager 2007R2	$2,398.79
50068	Microsoft SQL Server 2008 for the Experienced Oracle Database Administrator	$1,930.28
50126	Microsoft Office Word Level 1	$234.26
50127	Microsoft Office Word Level 2	$234.26
50128	Microsoft Office Word Level 3	$234.26
50129	Microsoft Office PowerPoint Level 1	$234.26
50130	Microsoft Office PowerPoint Level 2	$234.26
50131	Microsoft Office PowerPoint Level 3	$234.26
50132	Microsoft Office Outlook Level 1	$234.26
50133	Microsoft Office Outlook Level 2	$234.26
50134	Microsoft Office Outlook Level 3	$234.26
50135	Microsoft Office Access Level 1	$234.26
50136	Microsoft Office Access Level 2	$234.26
50137	Microsoft Office Access Level 3	$234.26
50150	C# 3.0 Programming in the .NET Framework	$2,867.30
50152	C# Programming in the .NET Framework 2.0	$2,398.79
50206	Microsoft SQL Server 2005 for Application Developers	$1,485.19
50237	Planning and Designing Microsoft Virtualization Solutions (MS 50237)	$2,398.79

Course Number	Course Name	GSA Price w/IFF
50238	Introduction to SQL Server 2008 Administration (MS50238)	$2,398.79
50292	Administering and Maintaining Windows 7	$2,398.79
50295	Introduction to Microsoft ASP.NET 3.5	$1,485.19
50322	Configuring and Administering Windows 7	$2,398.79
50331	Windows 7, Enterprise Desktop Support Technician	$2,398.79
50352	SharePoint 2010 Overview for End Users	$1,485.19
50353	SharePoint 2010 Overview for IT Professionals	$1,485.19
50400	Designing, Optimizing, and Maintaining a Database Administrative Solution for Microsoft SQL Server 2008	$2,398.79
50401	Designing and Optimizing Database Solutions with Microsoft SQL Server 2008	$2,398.79
50413	Mastering Microsoft Project 2010	$1,485.19
50422	Microsoft Excel Level 1	$234.26
50430	Administering Team Foundation Server 2010	$1,485.19
50434	Microsoft Excel Level 2	$234.26
50435	Implementing and Administering Microsoft SharePoint Foundation 2010	$988.56
50438	Microsoft Excel Level 3	$234.26
50464	Understanding and Querying Relational Data for Information Workers Using Microsoft SQL Server	$988.56
50465	PerformancePoint 2010 Designing and Implementing Scorecards and Dashboards	$1,485.19
50466	Windows Azure Solutions with Microsoft Visual Studio 2010	$1,485.19
50468	SharePoint 2010 End User - Level I	$1,485.19
50469	SharePoint 2010 End User - Level II	$988.56
50470	Microsoft SharePoint Server 2010 for the Site Owner/Power User	$988.56
50478	SharePoint 2010 Advanced Foundation Development	$2,398.79
50552	Microsoft Project 2010 Exam Prep Bootcamp	$1,485.19
50557	Microsoft Jump Start: Office 365 for IT Professionals	$1,485.19
50558	Microsoft Project Server 2010 Technical Boot Camp	$2,398.79
52310	Developing Microsoft ASP.NET Web Applications Using Visual Studio .NET	$2,398.79

Phoenix TS SIN 132-51 Labor Categories

Project Manager

Functional Responsibilities: Responsible for leading small or medium sized IT related projects including project planning and control, task scheduling and management, oversight of deliverable production, and project quality review. Oversees administrative functions including adherence to contract terms and conditions and project financial management. Serves as the designated liaison and reports on progress regularly.

Minimum General Experience: At least seven (7) years of work experience in managing IT projects from inception to completion. Must possess extensive knowledge related to life cycle and project management methodologies as well as a management level knowledge of IT related technologies such as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement.

Minimum Education: Bachelor's Degree in business administration, public administration, management, engineering or relevant technical discipline.

Applicable training or certification requirements: PMP

Senior Subject Matter Expert

Functional Responsibilities: Provides the highest level of technical subject matter expertise when consulting with client executives, management and technical staff on the most critical substantive components of projects in technical areas relevant to client needs. Uses technical expertise in project specific areas to engage clients, understand needs and ensure successful implementations. Possesses expertise in one or several areas including but not limited to software development, cyber security, networking, protocols, information systems architecture, database management and implementation, life-cycle management and risk management.

Minimum General Experience: At least ten (10) years of work experience in the IT field specific to the course being developed, such as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement.

Minimum Education: Advanced degree in relevant technical discipline or equivalent work experience.

Applicable training or certification requirements: Technical certification requirement depends on the course and technical subject matter to be developed.

Subject Matter Expert

Functional Responsibilities: Consults with client executives, management and technical staff on substantive components of projects in technical areas relevant to client needs. Uses technical expertise in project specific areas to engage clients, understand needs and ensure successful implementations. Assists Senior Subject Matter Expert throughout the Information Technology courseware development project. Possesses expertise in one or several areas including but not limited to software development, cyber security, networking, protocols, information systems architecture, database management and implementation, life-cycle management and risk management.

Minimum General Experience: At least five (5) years of work experience in the IT field specific to the course being developed, such as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement.

Minimum Education: Bachelor's Degree in relevant technical discipline or equivalent work experience.

Applicable training or certification requirements: Technical certification requirement depends on the course and technical subject matter to be developed.

Senior Instructional Designer

Functional Responsibilities: Provides instructional design and development services for IT training courseware projects using the latest tools and techniques. Designs, develops, and evaluates pilot IT training programs. Expertise and experience in developing technology mediated instruction. Reviews and recommends technical training materials to clients. Observes delivery of technical training courses to ensure course objectives are met.

Minimum General Experience: 10 or more years of experience in instructional design for IT based training courses. Expertise in adult learning methodologies as they relate to the instruction of technology related material such as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement.

Minimum Education: Master's Degree in relevant technical discipline or equivalent work experience.

Applicable training or certification requirements: None

Instructional Designer

Functional Responsibilities: Provides instructional design and development services for IT training courseware projects using the latest tools and techniques. Designs, develops, and evaluates pilot IT training programs in areas as such as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement. Expertise and experience in developing technology mediated instruction. Reviews and recommends technical training materials to clients. Observes delivery of technical training courses to ensure course objectives are met. Assists Senior Instructional Designer throughout the courseware development project.

Minimum General Experience: Five (5) or more years of experience in instructional design for IT based training courses. Expertise in adult learning methodologies as they relate to the instruction of the IT technology related material.

Minimum Education: Bachelor's Degree in relevant technical discipline or equivalent work experience.

Applicable training or certification requirements: None

Graphic Designer

Functional Responsibilities: Develops presentation standards and manages the production of specialized work products for technical training courses including workbooks, training manuals and automated presentation media material in areas as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement. Provides technical knowledge and

expertise on digital photography, computer graphics, videography, Flash animations, etc. Designs effective user interface and navigation elements in software products as well as IT related technical courseware.

Minimum General Experience: At least three (3) years of work experience in graphics design, desktop publishing, and administrative software applications and the development of effective user experiences and navigation with software as well as IT courseware. Extensive experience with Adobe Photoshop. Must be well versed in desktop publishing and web authoring tools.

Minimum Education: Associates Degree or equivalent professional experience.

Graphic Artist

Functional Responsibilities: Develops presentation standards and manages the production of specialized work products for technical training courses including workbooks, training manuals and automated presentation media in areas as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement. Provides technical knowledge and expertise on digital photography, computer graphics, videography, Flash animations, etc.

Minimum General Experience: At least three (3) years of work experience in graphics design, desktop publishing, and the development of effective user experiences and navigation with software as well as IT courseware. Extensive experience with Adobe Photoshop. Must be well versed in desktop publishing and web authoring tools.

Minimum Education: Associates Degree or equivalent professional experience.

Technical Editor

Functional Responsibilities: Edits, organizes, corrects and finalizes material for IT technical courses in areas as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement. Checks material for technical accuracy, educational value, comprehension and overall quality.

Minimum General Experience: At least six (6) years of experience in the field of IT related technical editing which may include user manuals, training materials, installation guides, technical documentation, proposals and reports. Advanced Microsoft Office skills as well as basic knowledge of course specific IT related content.

Minimum Education: Bachelor's Degree in English, journalism, communications or related technical discipline.

Technical Writer

Functional Responsibilities: Develops IT related courseware content based on the expertise of subject matter experts and the specifications of instructional designers in areas as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement. Consolidates and formats any documentation that may be provided by technical personnel into language that is easily understandable. To do so, the Technical Writer must be familiar with the concepts and techniques used by engineers, analysts, programmers and other technical disciplines.

Minimum General Experience: At least three years of experience in developing IT technical course content, web copy, user manuals, training materials, installation guides, technical documentation,

proposals, reports or similar technical writing experience. Advanced Microsoft Office skills as well as basic knowledge of course specific IT related content.

Minimum Education: Associate's Degree in English, journalism, communications or related technical discipline.

Phoenix TS SIN 132-51 GSA Pricing

Proposed Labor Category	Unit	GSA Rate w/ IFF
Project Manager	Hour	$220.00
Senior Subject Matter Expert	Hour	$220.50
Subject Matter Expert	Hour	$153.00
Sr. Instructional Designer	Hour	$116.00
Instructional Designer	Hour	$85.00
Graphic Designer	Hour	$117.00
Graphic Artist	Hour	$90.00
Technical Editor	Hour	$85.00
Technical Writer	Hour	$112.00